

Pembridge Court Newsletter No.1



As part of our commitment to our tenants and leaseholders, and following feedback we have received from you, we have decided to implement a newsletter for your area. I hope you will enjoy the first edition which covers a number of issues that are important to you and what we are doing to address these issues.

Your Scheme Manager, Lita, deals with the day to day running of the Scheme. I am your Housing Officer and act on behalf of Estuary with the management of Pembridge Court. If you have any queries regarding your lease, service charges or general enquiries please call me on 01702 445272, e-mail juliet.banks@estuary.co.uk or call in to see me at our Centre Place office, Prospect Close, Southend-on-Sea, Essex.

Juliet Banks

Fire Alarm works

The new Fire Alarm will be fitted by Thameside over 2 days – Thursday 17th and Friday 18th December 2009. Please advise Lita if you will not be available on either of those two days.

Estate Services Team

Part of the restructure of the Housing Services Department was to implement an Estate Services Team. This team headed by Steven Proud are responsible for communal areas and will liaise with Repairs Team, Surveyors and Contractors. The communal areas of Pembridge will come under the remit of this team.

Children in Need

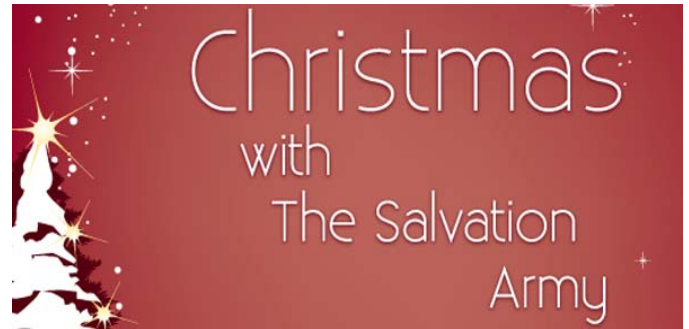
Lita organised an afternoon tea and raffle on the afternoon of Friday 20th November. £70 was raised for Children in Need. Well done to everyone who took part.

Surveys & Questionnaires

Estuary are regulated by the Tenant Services Authority (TSA), which means we are required to consult all residents to enable us to improve our services to meet individual needs. The TSA insist that Leaseholders are fully consulted and considered. If you still do not wish to disclose personal information, please put this in writing to me.

Christmas Events

- Salvation Army will be singing Christmas Carols in the Lounge on Friday 18th December at 3pm and you are all welcome. They will be collecting for the HARP Homeless Charity. Please bring along any food donations . Perishable items will go to the HARP Day Centre and non-perishable items (tins & packets) will be distributed to those in need in the local community.
- Pound Club members are having their Christmas outing at the Brick Lane Music Hall Theatre in East London on Monday 21st December . The outing includes lunch and afternoon entertainment. The coach will leave Pembridge at 10.45am and will return at around 6pm.



Wishing you all the compliments of the season



Future Newsletters

You will be receiving a quarterly newsletter to keep you up to date on our work and issues that are specific to your area. The next issue will go out in March 2010. We would very much like you to get involved, perhaps you could have your own section to advertise an up and coming event, to make a suggestion, or even to celebrate a big birthday or anniversary. Items to be included in the next edition need to be sent to me, Juliet Banks, by 26 February 2010. You can contact me on **01702 445272** or e-mail juliet.banks@estuary.co.uk

If you would like this newsletter translated into a different language or put onto a CD to listen to, please let me know.

